City of Toronto Housing Department

Policy and Research Section

Research Report #91-003
Cityhome Tenant Needs Assessment

Study of Support Service Needs Among Tenants of the City of Toronto Non-Profit Housing Corporation

June 1991

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Cityhome Tenant Needs Assessment:

Study of Support Service Needs Among Tenants of the City of Toronto Non-Profit Housing Corporation

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92-03399/

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Executive Summary

OBJECTIVE

A study was conducted by Cityhome in Fall-Winter 1990 to pilot test a method for assessing Tenants' Needs for Support Services.

Two surveys were undertaken for the study: a survey of Cityhome tenants, which was the primary study activity; and a related survey of social service providers, including settlement services, rehabilitation agencies, and information and counselling services.

The consultants worked closely with a Steering Committee comprised of Cityhome staff and tenant representatives.

METHODOLOGY

Overall Approach: The overall approach focused on a survey (see Appendix E) designed to assess unmet needs of tenants for support services. The approach encompassed a wide range of unmet needs in the areas of: housing; security; family and children's support services; senior citizens, disabled and special adults support services; health care; and income, employment, and training. Obstacles to meeting needs either through the formal social services or informal helping networks (friends, relatives) were examined. The tenant survey also examined tenants' views of what the Cityhome role should be in addressing such unmet needs (e.g. did Cityhome tenants view Cityhome involvement in these types of problems as appropriate and desirable). The tenant survey was complemented by an agency survey on related issues of unmet needs in Cityhome buildings.

Survey Samples: The initial tenant sample was comprised of 900 tenant households randomly selected from across the entire portfolio. Of these, 842 valid cases remained once vacant units and units not still in the Cityhome portfolio (e.g. units having "gone co-op") were removed.

The agency survey was sent to a sample of 100 human service providers, including social service agencies, health service providers, and other agencies in education, law enforcement, etc.

Survey Responses: Fully complete responses were received from 521 tenants, with an additional 101 short version questionnaires completed by telephone and seven interviews completed in person, for a total of 629 completed questionnaires received and processed, or a final response rate of 74.7%

Completed questionnaires were received from 70 social service agencies for a response rate of 70%.

Discussion Groups: To supplement the surveys, initial findings were presented to Cityhome tenants and Cityhome staff for review and discussion.

Three discussion groups were held with tenants with the emphasis placed on areas of concern to seniors, families and disabled tenants.

An additional three discussion groups were held with staff. Input was obtained from tenant relations staff, property managers and superintendents, with emphasis placed on operational and service issues.

KEY FINDINGS

The study produced a number of findings of potential importance to Cityhome. Among these, the most important were:

- the pilot study demonstrated general success of the survey model in obtaining useful information from both tenants and agencies;
- tenant survey results indicated that widespread concerns exist among tenants for maintenance and related housing issues, and security (overall, the tone of much tenant feedback in the study was focused on these factors regarding the quality of life in Cityhome housing, suggesting a wide range of policy and program concerns);
- there is evidence of extensive and diverse unmet needs for social and human services among Cityhome tenant households;
- a relatively high proportion of tenants have disabilities or other special needs, potentially requiring extensive additional interventions to create or link to support services;

- o a high degree of tenant support exists for Cityhome action to aid in resolution of tenant needs for support services, particularly through such steps as providing information on support services, helping tenants locate support services and Cityhome staff working with agencies to improve services;

    - overall, only 5% of tenants indicated that they thought Cityhome should "do nothing" about the wide range of needs and problems indicated (15% had no opinion);

    - tenants favoured a variety of actions by Cityhome to work with agencies to improve services (37.7%); provide information on support services (28.6%); help tenants locate services (18.8%); and aid tenant self-help groups to deal with problems (17.7%);

- o The Research Team's analysis indicated that unmet tenant needs for support services were:

    - widely distributed across all Cityhome buildings, building types and tenant household types; and

    - diverse, covering the full range of needs for disabled/elderly services, family services, health services and employment/income/training services;

    - related to income and lack of information about social services. Analysis of incomes of those reporting "serious unmet needs" in the areas of income/employment/ training, disabled/seniors, families and children, and health, indicated that over 80% of these households had incomes under $25,000 per year. This tendency towards strong low-income representation suggests a high level of appropriateness for Cityhome efforts to obtain remedies for unmet support service needs through income-targeted social services which are cost shared by senior levels of government.

- o while methodology prevents exact comparisons with other social housing programs, SPR's general assessment (based on its recent national studies of public and co-operative housing), is that the Cityhome housing portfolio reflects particular and extremely challenging special needs problems.

  Some demographic indicators pointing to these significant problems/needs in the Cityhome portfolio include:

  - 22.4% of households indicating one or more disabled members;
  - 21% of households indicating a mother tongue other than English or French (6% of households with members requiring translation); and
  - 9.3% of households indicating literacy problems.

- o that a multi-variate model of factors facilitating or hindering unmet needs demonstrated:

  - a role for a mutually supportive environment in building maintenance and housing problems (buildings with higher levels of tenant self-help and mutual support were generally much lower in maintenance and other problems);
  - *language barriers* (lack of basic ability in English), and *literacy* were both factors in tenants having unmet service needs; and
  - a computer model of tenant needs could generate priority rankings for specific Cityhome buildings for Cityhome planning purposes.

- o agency assessments that the main need for improving access to services by Cityhome tenants was by improved coordination and communication with agencies -- agencies indicated substantial needs for additional contacts and collaboration with Cityhome personnel to identify and resolve problems in tenant needs for support services.

These findings were generally complemented by qualitative findings from focus groups with tenants, superintendents, tenant relations staff, management personnel, and others.

RECOMMENDATIONS FROM SPR

A number of the study findings have important implications for Cityhome.

For example, the multi-variate analysis suggests that an environment characterized by mutual help (neighbours working together and helping each other) reduces social service and maintenance needs. This could point to the need to develop Cityhome housing more as *communities*, to strengthen quality of life, and also to reduce maintenance requirements. Such a direction -- particularly to strengthen communities -- would be in line with the historic concerns of the City with regards to housing and the quality of life.

Based on the pilot study findings, SPR recommends that Cityhome consider the following developmental actions:

- **Plan for expansion of the tenant support services unit.**

  Rationale: additional resources are required in five areas: community development; inter-agency liaison; tenant communications/information; tenant case contacts; staff training regarding support services issues (e.g. for maintenance staff etc.).

  As part of this stage, a task/skill review should be conducted to determine more exactly the appropriate mix of skills (e.g. community development versus case contacts) and roles (e.g. allowance for some degree of human resource specialization to target specific problems such as substance abuse).

- **Improve tenant information through easily read, up-to-date tenant handbooks and communication materials.**

  Rationale: such an updating and simplification of all materials including tenant handbooks, newsletters, bulletins and posters may do much to improve tenant understanding of the overall availability of community services as well as the administrative rules to be followed. A simplification of forms (e.g. lease, rent supplement) is also recommended.

- **Institute regular on-site visits by senior management.**

  Rationale: such on-site visits could increase the "hands-on" awareness of problems throughout the portfolio and aid in administrative problem solving and crisis prevention.

- **Improve the screening process with a special emphasis on completing an applicant/tenant profile.**

  Rationale: such a proactive stance could help to alleviate the problems associated with known abusers of the system.

- **Institute regular surveys of tenants on support services** (and security and maintenance problems); as a feedback and monitoring mechanism.

  Rationale: such a survey could become a mechanism for improved monitoring of problems, provision of information to tenants, and linking of services to tenants.

ACKNOWLEDGEMENTS

Thanks are due to the study Steering Committee, who worked closely with the consultant's research team throughout this study and to Cityhome staff who provided assistance and support to the researchers at every phase.

The Steering Committee included: Mr. Brian Bee (Manager, Tenant Services), Ms. Gwynne Cheung (Housing Research Analyst), Mr. Rob Cressman (Co-ordinator, Research and Cityhome Policy), Mr. Robert Defries (Tenant Representative), Ms. Bev Marshall (Tenant Relations Officer), Ms. Polly McLeod-Evans (Tenant Relations Officer), Mr. Gary Ruffo (Tenant Relations Officer), Ms. Bobby Sarlina (Tenant Representative), and Ms. Karen Weis (Tenant Representative).

SPR's Research Team included: Dr. Ted Adam Harvey, Ms. Sue Langton, Ms. Marian Ficycz, Ms. Caroline Hunt, Ms. Vera Nunes, Mr. Daryl Shadrack, Ms. Margaret Lewis, Ms. Grace Barrios, Mrs. Hanna Ficycz, Ms. Helen Dizon, Ms. Helen Ficycz, Mr. Kim Pratt, who provided advisory input to the study team, and Ms. Laila Boulos (Cityhome Tenant Facilitator).

The researchers would also like to thank the many Cityhome tenants and social service agencies who took time to complete the survey questionnaires.

1. Introduction and Background

1.1 INTRODUCTION: CHANGING NEEDS IN CITYHOME HOUSING

The City of Toronto Non-Profit Housing Corporation, Cityhome, has experienced rapid growth in the size of its housing portfolio over the past ten years from 3,100 units in 36 Cityhome buildings in 1980 to almost 7,000 units in 70 Cityhome buildings by 1990.

During this same period broad societal changes throughout the Toronto area have resulted in a changing profile of Cityhome tenants and applicants (i.e. increases in proportions of working women and single parent families, a trend to smaller households in general, fewer higher income households, more disabled tenants, and an aging population). These changes have been complemented by changes in the housing programs themselves -- generally changes which have resulted in higher proportions of rent-geared-to-income (RGI) tenants. Overall, these changes in tenant composition are regarded as having a major impact on the quality of life in Cityhome housing. These changes have also been seen as factors affecting the process and costs of housing management.

An assessment of tenants' needs for support services has therefore been undertaken by Cityhome to examine the stresses, concerns and problems facing its tenants generated by these broad changes, and to assess implications for Cityhome, including ways to draw more effectively on the existing human services system to resolve these problems.

1.2 BACKGROUND: PLANNING FOR TENANT SERVICES

Cityhome's organizational structure and numbers of staff qualified to deal with the growing portfolio has been strained by the need for support services. This has been exacerbated by societal changes, a different tenant composition, growing substance abuse, fear of violent crimes, and concerns about personal safety and home security. To more effectively meet the needs and wants of Cityhome tenants and applicants, Cityhome created a Tenant Services Section in August 1989, with a manager for this section appointed in December, 1989.

Tenant Services Staff function as a resource group to Cityhome tenants, other Cityhome and housing staff, applicants, community groups and social service agencies. Their role is to improve housing access and achieve a safe, healthy, supportive environment for tenants. Their primary focus in assisting Cityhome tenants includes: providing links to services and government agencies; mediating disputes; assisting in the development of community and neighbourhood support groups; and providing general assistance to tenants on issues that affect the quality of their life or status of their tenancy.

A key concern for the study was to examine staffing and organizational structure for the Tenant Services Section in relation to survey results (with special consideration given to the increased workload of the tenant relations officers and other tenant services staff and their ability to meet the needs of Cityhome tenants and applicants).

1.3 THE STUDY OBJECTIVE

The study was to be a pilot test of a methodology which could be used for larger scale and ongoing monitoring of tenant needs and satisfactions, while at the same time providing a "reading" on key issues related to the major organizational planning, and service issues noted above.

The study was to identify the extent to which Cityhome residents experience unresolved difficulties with the activities of daily living and the kinds of support they need (from both formal and informal sources). It was also to indicate where various types of unmet needs and problems occurred and to assess the extent to which such problems were concentrated in specific Cityhome buildings or areas. The objective of the study, it should be emphasized, was not to measure needs of tenants in general (e.g. how many tenants need child care), but rather to focus on unmet needs* (e.g. how many tenants have a need for child care which has not been met, and what are the obstacles to meeting these needs). A secondary objective was to examine the desired role for Cityhome in relation to support services.

Also, as 1990 was the International Year of Literacy, it was seen as appropriate to make a special effort to better understand how literacy problems affect Cityhome's ability to communicate with tenants and applicants. The cultural diversity of Cityhome's tenants and applicants and the language difficulties encountered, were also considered to be potential concerns.

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* The rationale for this strategic emphasis on unmet needs was two-fold: (1) to focus attention on highest priority problems -- those not currently being dealt with by the human services system; and (2) to minimize Cityhome involvement with aspects of the human services system which might be outside of Cityhome's mandate or concern.

2. The Pilot Study Work Plan

The study proceeded in three phases:

Phase I: Exploratory and Design Research (to establish the pilot methodology);

Phase II: The Needs Surveys with Tenants and Human Service Agencies; Focus Group Sessions; and

Phase III: Analysis and Final Report.

Each phase had its own activities with appropriate consultation with the study Steering Committee and Cityhome staff (at key points) and specific outputs.

2.1 PHASE I: EXPLORATORY AND DESIGN RESEARCH

The main objective of this phase of the study was to make certain that the consultants fully understood Cityhome's needs and objectives and that the methodology was appropriate to meet these aims and objectives. The activities in the exploratory and design phase of the study involved the following.

Initial activities:

- o Consultation with senior Cityhome staff.
- o A review of relevant research and literature including Municipal and Provincial studies.
- o A review of Cityhome reports, newsletters, tenant conference report and other related materials including:
  - Report on Cityhome Tenants' Conference 1988;
  - Ataratiri: Study of Community and Social Services Report;
  - Cityhome Annual Reports 1988, 89;
  - Cityhome Tenant Selection Policies; and
  - South St. Jamestown Needs Assessment Study.

- Key informant interviews with Cityhome staff, social service providers and others. These interviews included the following agencies:
  - Canadian Paraplegic Association;
  - Metro Toronto Association for Community Living;
  - Central Neighbourhood House;
  - Central Link - Mental Health Centre;
  - Foodshare;
  - St. Lawrence Co-op Day Care Centre;
  - Toronto Board of Education;
  - Toronto Public Health Unit;
  - 51 Division (Metro Toronto Police Department).

- In addition to the key informant interviews, input was received from a group interview with Cityhome building superintendents who provided insights on support service needs of tenants.

- Based on the varied input from these sources, draft questionnaires were designed for the Cityhome Survey on Tenants' Needs for Support Services.

The final activity in Phase I was the presentation of the detailed Work Plan to the client Steering Committee. Materials in this presentation included the draft questionnaire, covering letters and multi-lingual message.

Pre-test:* The draft tenant questionnaire was pre-tested to a sample of 58 households prior to the second phase of the study.

Questionnaires were distributed by research staff in three Cityhome buildings. A total of 48 questionnaires were hand delivered to tenants and an additional ten were distributed by mail.

Where personal contact was made, an agreement to participate in the pre-test process was secured from tenants after a brief explanation of the study purpose. Tenants were asked to complete the questionnaire at their convenience. A date and time for pick-up of the study materials was scheduled. Completed questionnaires were collected, at which time the researchers conducted de-briefing interviews with respondents.

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* Further details on pre-test activities and instructional materials are included in *Appendix A: The Design and Methodology Report*.

As part of the pre-test, tenants were asked for their suggestions regarding changes or improvements to the questionnaires. Four specific issues were examined in the debriefing: suitability; wording; concerns; and sensitive questions.

Following a question by question analysis of the pre-test questionnaires, a revised *Tenants' Needs for Support Services* questionnaire was prepared for approval by the Steering Committee (see Appendix E for the final draft), along with a design overview and an initial draft of the "agency" questionnaire.

2.2 PHASE II: CONDUCTING THE NEEDS SURVEYS

The two surveys were undertaken in this phase of the study: the survey of Cityhome tenants; and the survey of social service providers including settlement services, rehabilitation agencies, information and counselling services.

2.2.1 The Tenant Survey

Sampling: Sampling for the tenant survey involved 900 tenants randomly sampled across the entire portfolio. The original sample was reduced by 18 units identified as being vacant and 40 units dropped from the sample because of one large building "going co-op," resulting in 842 valid sample cases.

Methodology:* The initial survey mailings to Cityhome tenants comprised an eight-page booklet form questionnaire with an identification label which included questions on:

- o housing services;
- o security/safety;
- o family and children's needs;
- o senior citizen, disabled and special adult needs;
- o health care;
- o income/employment/training; and
- o other needs.

In the questionnaire tenants were asked to identify their most serious unmet needs and to explain them in detail. Cityhome's role in responding to these unmet support service needs was also explored through tenant responses.

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* Further details on the methodology are included in Appendix A.

The survey package included a covering letter, a postage-paid return envelope and a multi-lingual message in Portuguese, Italian, Chinese and French (informing tenants of the availability of interpretation services in other languages).

Tenants who did not respond to the first mailing of the questionnaire were sent a postcard reminder. Telephone monitoring calls were placed to non-responding tenants to determine whether they were having any difficulties in completing the questionnaire and a "hotline" help number was in operation throughout the duration of Phase II of the study.

Follow-up and "hotline" calls identified some problems and concerns among tenants including: tenants without support service needs did not understand the relevance of the survey; tenants felt that the questionnaire was too personal and an invasion of privacy; and tenants with language problems did not seek help with completing the questionnaire.

A second complete mailing of the questionnaire package was sent to non-responding tenants, along with a revised covering letter addressing the concerns identified through "hotline" and follow-up calls with non-responding tenants.

SPR conducted the survey primarily by mail. However, in order to obtain a high response rate and to assure representative results, the following steps were taken:

- o extensive telephone contacts with tenants to request return of the survey (over 600 call attempts were made, resulting in contacts with over 200 tenants by the final stages of the survey);
- o extensive telephone interviews (101 completed); and
- o personal visits to the Dan Harrison Community Complex units to test the impact of personal follow-ups where telephone efforts had not resulted in a completed interview or were not possible (because respondents did not have telephones); an additional seven interviews were completed in person in this stage of the study.

Overall, the responses to the Tenants' Needs for Support Services survey were good, with a total of 629 completed questionnaires received and processed for a final response rate of 74.7%.

2.2.2 Agency Survey

A survey of human service providers was undertaken to assess how familiar agency personnel were with Cityhome buildings and the needs of tenants for support services; and to obtain suggestions from agencies on how to define and develop Cityhome's role in dealing with tenant needs or problems. This survey encompassed a wide range of agencies, as is noted in Appendix B.

The initial survey package (semi-structured questionnaire, covering letter and postage-paid return envelope) was mailed to 100 sampled social service agencies. A second complete mailing of the survey package was sent to all non-responding social service agencies with a revised covering letter asking for their cooperation. These combined mailings resulted in completed responses being received from 70 agencies, demonstrating the workability of an initial mail-out with a follow-up mailing methodology.

A large portion of the returns reported specific responses for specific buildings which the agencies service, and most respondents provided valuable information for sharing with Cityhome staff. They emphasized the importance of good liaison between agency personnel and Cityhome staff, the need for informing and educating tenants, and a coordination of efforts regarding the identification of needs with the appropriate referrals. Some specific recommendations from agency personnel can be found in Section 5: Conclusions and Recommendations.

2.2.3 Focus Group Sessions*

As part of the overall study process, initial findings were presented to the Steering Committee and were discussed in a series of focus groups with: Cityhome tenants; Cityhome Tenant Relations Officers; Cityhome property managers; and Cityhome superintendents. The purpose of these sessions was to explore the validity of survey findings, and particularly to test the research team's interpretations of these data.

2.3 OTHER METHODOLOGY NOTES

2.3.1 Statistical Confidence Levels

Generally, the statistical estimates of percentages provided for the tenant survey are expected to be accurate within $\pm 4\%$, 95 times in 100. This reasonably strong level of statistical confidence is derived from the large sample completing the survey (629 households) and applies to the portfolio as a whole. Within the report, estimates made for some specific sub-groups (e.g. 56.1 buildings) will be more illustrative (i.e. not necessarily statistically reliable) because the samples for a specific sub-group are much smaller.

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* A detailed overview of the focus group sessions can be found in Section 3.11.

2.3.2 Reading the Tables

Care must be taken in reading statistical tables and drawing conclusions, as the basis of computation must be clearly understood. For example, Display 4 (page 15) indicates that 9.2% of all Cityhome households indicating senior citizen, disabled or special adults in the household report need for an "emergency alarm" (e.g. Protect Alert). This statistic should not be confused with other types of indicators that may be derived from the same table. For example, a higher percentage of senior/disabled households (16.5%) report a need for this type of service when we exclude from the count households with no seniors or disabled members.

Note that tenants were allowed to provide multiple responses, therefore percentages do not total 100% and results should be interpreted accordingly.

2.3.3 Policy Versus Statistical Significance

The mere percentage of tenant households reporting a particular type of unmet need cannot in and of itself be taken as an indicator of policy significance. Weighting these findings for policy significance is a far more complicated matter.

To illustrate, a study might find that in a particular large building, only 1 or 2% of pre-school age children were in need of child care. This small percentage of households with unmet needs could still be a significant problem, however, if these children were left unsupervised or in a high risk situation.

3. Survey Findings

Several themes dominate the overall survey results, namely:

1. A significant number of tenants have serious concerns with housing issues (maintenance and security);

2. Substantial numbers of tenants report unmet needs for support services; and

3. Tenants indicate that involvement and action by Cityhome staff is the favoured method to aid in dealing with such unmet needs.

3.1 OVERVIEW OF KEY FINDINGS

Some significant features of the survey results are:

- o the aforementioned pre-eminent concerns of tenants with housing issues, maintenance and security;

- o a widely diffused indication of unmet needs for various types of support services for disabled/elderly households, households with children and others;

  - only small portions of each specific sub-group examined (seniors/disabled/families with children, etc.) reported significant unmet needs;

  - combined, these needs were substantial, with 21.9% of tenants reporting serious unmet needs in the areas of health, social services, employment, income or training;

  - some specific needs identified were extremely important on a case-by-case basis (i.e. very important to the specific household's functioning).

- o a view of tenants that action by Cityhome is desirable to deal with these sorts of problems:

  - overall, only 5% of tenants indicated that they thought Cityhome should "do nothing" about a wide range of needs and problems indicated (15% had no opinion);

- most tenants favoured a variety of actions by Cityhome to work with agencies to improve services (37.7%); provide information on support services (28.6%); help tenants locate services (18.8%); and aid tenant self-help groups to deal with problems (17.7%);

o while methodology prevents exact comparisons with other social housing programs, SPR's general assessment (based on its recent national studies of public and co-operative housing), is that the Cityhome housing portfolio reflects particular and extremely challenging special needs problems.

  Some demographic indicators pointing to these significant problems/needs in the Cityhome portfolio include:

  - 22.4% of households indicating one or more disabled members;

  - 21.6% of households indicating a mother tongue other than English (6% of households with members requiring translation); and

  - 9.3% of households indicating literacy problems.

o analysis of incomes of those reporting "serious unmet needs" in the areas of income/employment/training, disabled/seniors, families and children, and health, indicated that over 80% of these households had incomes under $25,000 per year. This tendency towards strong low-income representation suggests a high level of appropriateness for Cityhome efforts to obtain remedies for unmet support service needs through income-targeted social services which are cost-shared by senior levels of government.

These results should be interpreted fully, but generally, they point to relative success of the survey method in identifying unmet needs and related strategic information that should prove useful for planning.

The following sections examine the survey findings in detail.

3.2 HOUSING SERVICES NEEDS

The most frequently identified concern throughout the whole tenant survey was with the maintenance of units, buildings and grounds. 36% of tenant respondents indicated that more or improved services or help with maintenance would be important to their household.

In addition to this problem, respondents expressed substantial concerns with noisy and disruptive neighbours: 24% of respondents with housing problems noted concerns with neighbours. The combination of these two results suggests that a large number of Cityhome tenants have concerns about their housing conditions.

As well, a significant number (22%) of tenants noted that they would like to get information about rent-geared-to-income programs and 19% of tenants suggested that parking was a concern for them.

The lack of social areas or facilities in Cityhome buildings was of concern to a sizeable proportion of tenants (16%) and when communications with Cityhome (13%) is combined with tenant input into management (11%) the expressed desire for more interaction between tenants and Cityhome management is significant.

Taking all needs expressed together, 73.2% of Cityhome tenants surveyed expressed concerns with housing services.

DISPLAY 1

PERCENTAGE OF HOUSEHOLDS INDICATING UNMET NEEDS FOR HOUSING SERVICES

(Based on the question: "Please check each item where more or improved services or help would be important to your household")

26.8 NO PROBLEMS
35.9 Maintenance of units, buildings, and grounds
24.3 Concerns over noisy/disruptive neighbours
21.7 Getting information about the rent-geared-to-income program
19.0 Parking
16.0 Social areas/facilities in the building
16.0 Social areas/facilities in the building
13.5 Unit/building design changes
12.7 Communications from Cityhome
10.6 Tenant input into management
7.4 Other housing-related facilities/services or help

3.3 SECURITY/SAFETY NEEDS

Equally important as the concerns over housing services was the concern with security and safety. Large numbers of tenants indicated concerns with security from theft (30%), from illegal drug users and sellers (21%), and with security from assault (17%).

Many tenants suggested that improved security services with more security staff or police presence (23%) and improved security design in the buildings and grounds (27%) would be important to the household. Improved maintenance of security devices was a frequent suggestion from the completed questionnaires as was the desire for 24 hour on-site superintendent staff for buildings not currently having on-site staff.

DISPLAY 2

PERCENTAGE OF HOUSEHOLDS INDICATING UNMET NEEDS FOR SECURITY/SAFETY

(Based on the question: "Please check each item where more or improved services or help would be important to your household")

41.0 NO PROBLEMS
29.5 Security from theft
26.6 Security design in the building and grounds
23.4 Security staff or police presence
20.5 Security from illegal drug users and sellers
17.0 Security from assault
9.7 Other improvements to security/safety or help

Altogether, a very significant number of households (59% overall) reported concerns with safety and security, and this issue was highlighted throughout the survey by many respondents as a "serious" concern.

3.4 FAMILY AND CHILDREN'S NEEDS

The survey examined the importance to tenants of more or improved services or help with family and children's needs. A full 41% of those surveyed had no children in the household.

Of those households with children, 43% indicated unmet needs.* The most frequently identified single concern was a need for more youth sport activities, centres or clubs. Child care needs and educational programs for children and teens were also reported to be areas of concern.

Many tenant respondents also expressed a need for "someone to talk to about family problems", indicating that feelings of isolation exist among tenants which, combined with the desire for more information/courses in family life (parenting, nutrition, budgeting), indicates a significant need in this area.

DISPLAY 3

PERCENTAGE OF HOUSEHOLDS INDICATING UNMET NEEDS FOR FAMILY AND CHILDREN'S NEEDS

(Based on the question: "Please check each item where more or improved services or help would be important to your household)

41.2	NO CHILDREN IN THE HOUSEHOLD
33.4	NO PROBLEMS
15.8	Youth sports activities, centres or clubs
8.1	Education programs for children (ages up to 12)
8.1	Education programs for teens (ages 13 to 17)
8.1	School age child care
7.9	Pre-school child care
7.7	Someone to talk to about family problems
5.5	Infant child care
4.4	Information/courses in family life (for example, parenting, budgeting, nutrition)
0.7	Other family/children's services or help

* This estimate of 43% is computed by adjusting the percentage in Display 3, to remove the 41.2% of households with no children.

3.5 SENIOR CITIZENS, DISABLED AND SPECIAL NEEDS ADULTS

Equally, when examining the households who indicated that more or improved services or help with senior citizen, disabled or special adult needs would be important to the household (44% of responding tenant households had no seniors, disabled or special needs adults in the household), 33% indicated unmet needs for support services.

However, despite the comparatively low incidence of identified problems, it should be noted that these problems are likely to be of major significance to those experiencing difficulties with the activities of daily living and require assistance such as home help with cleaning, shopping or emergency alarm devices, design changes to units, and improved building access.

As well, other respondents suggested that special access transportation, meal services, help with personal care, help with government paperwork, banking, etc., were concerns for them.

Although the numbers indicating needs for specific services are small, the overall numbers are substantial, with a third of this group having needs which are not currently met. This again indicates that the difficulties of coping with the activities of daily living are a significant concern to a number of senior citizen, disabled and special needs adults housed by Cityhome.

DISPLAY 4

PERCENTAGE OF HOUSEHOLDS INDICATING UNMET NEEDS FOR SENIOR CITIZEN, DISABLED OR SPECIAL ADULT SERVICES

(Based on the question: "Please check each item where more or improved services or help would be important to elderly, disabled or ill members of your household")

36.8 NO PROBLEMS
44.3 No seniors, disabled or special needs adults in the household
9.2 Emergency alarm devices (for example, Protect Alert)
7.6 Changes to units (for example, special bath or kitchen facilities)
7.4 Home help (for example, cleaning, shopping, etc.)
6.7 Changes to building access (for example, doors, stairs, elevators)
4.4 Help with government paperwork, banking, etc.
3.5 Help with personal care (for example, bathing, footcare)
3.5 Meal services (for example, Meals-on-Wheels)
3.2 Special access transportation
1.2 Other services or help

3.6 HEALTH CARE NEEDS

While 73% of respondents indicated that they had no problems with health care, 27% indicated unmet needs for various types of support services. A small number of tenants noted that access to health and dental clinics and emergency medical and dental care was a concern for them. Also, the availability of health information, courses or counselling and mental health services was identified as a problem for some respondents. Fewer tenants indicated a need for physical therapy, occupational therapy or nursing care.

DISPLAY 5

PERCENTAGE OF HOUSEHOLDS INDICATING UNMET NEEDS FOR HEALTH CARE

(Based on the question: "Please check each item where more or improved services or help would be important to your household")

% From High to Low	
73.4	NO PROBLEMS
11.9	Access to health and dental clinics
10.2	Emergency medical and dental care
9.2	Health information, courses or counselling
7.1	Mental health services
6.1	Physical therapy/occupational therapy
4.7	Nursing care
1.6	Other health services or help

3.7 INCOME/EMPLOYMENT/TRAINING NEEDS

Although 67% of respondents had no problems with income, employment or training, 33% reported unmet needs overall. Significant numbers of tenants noted that training or upgrading for employment (16%) was an unmet need for them, while 14% wanted help finding employment and 13% sought assistance with budgeting and financial problems. (These figures, in the context of the current economic climate, could change dramatically in the short-term, and therefore might warrant close examination in future studies.)

DISPLAY 6

PERCENTAGE OF HOUSEHOLDS INDICATING UNMET NEEDS IN THE AREAS OF INCOME/EMPLOYMENT/TRAINING

(Based on the question: "Please check each item where more or improved services or help would be important to your household")

% In Order of Importance	
66.9	NO PROBLEMS
16.3	Training/upgrading for employment
13.6	Help finding employment
13.4	Assistance with budgeting/financial problems
8.5	Youth employment
2.0	Other income or employment/training-related services or help

3.8 OTHER NEEDS

Although more than half of those tenants responding to the survey indicated that they had no other unmet needs (55.6%), the numbers suggesting that "more information about social, health, legal or other support services would be desirable" suggest a variety of tenant concerns which may not be met, and which may require review in the future.

Twenty-five percent of tenants noted that more recreation activities, centres or clubs would be important to the household. Interest in obtaining more information on human rights and on social, health and other support services indicates a significant need for information dissemination.

The desire for language help, although a small percentage (4.4%), becomes significant when viewed across the entire Cityhome portfolio. Concerns regarding access to public transportation (7.5%), shopping and other facilities (10.5%) should be examined to discover if a correlation exists between these needs and the known isolation of some buildings in the Cityhome portfolio.

DISPLAY 7

PERCENTAGE OF HOUSEHOLDS INDICATING UNMET OTHER NEEDS REPORTED BY TENANTS

(Based on the question: "Please check each item where more or improved services or help would be important to your household")

55.6 NO PROBLEMS
25.5 Recreation activities, centres or clubs
12.5 Information on Human Rights (for example, Legal Aid Clinic)
11.9 More information about social, health or other support services
11.9 More information about social, health or other support services
10.5 Access to shopping, banking, etc.
8.9 Help dealing with personal emotional difficulties
7.5 Public transportation
4.4 Language help (for example, translations, interpreters, language training)
1.8 Other

3.9 SERIOUS PROBLEMS

A significant number of tenant respondents to the survey (54% overall) indicated that they had an unmet need for support services which they regarded as a serious problem. Of the tenants with serious problems, security and safety (30%) and housing situation (26%) were by far the most frequently reported. Serious problems with income/employment/training (10%), senior citizen/disabled/special adult needs (8%), family/children's needs (6%), and health care (5%), accounted for the other most serious problems.

DISPLAY 8

MOST SERIOUS PROBLEMS/NEEDS REPORTED BY TENANTS

(Based on the question: "Thinking of these problem areas for which more or improved services are needed, which areas are serious ones for your household?")

% Indicating "Yes a Serious Problem"	
45.7	NO SERIOUS PROBLEM(S)
30.3	Security/safety
25.9	Housing situation (maintenance, building design, facilities, etc.)
10.4	Income/employment/training
8.3	Senior citizen/disabled/special needs adults
6.1	Family and children's needs
4.8	Health care
2.6	Other needs

Most tenants had spoken to maintenance staff, property managers, superintendents or Cityhome office staff in an effort to help solve their problem. Other tenants appealed to family, friends or neighbours, while a significant number of tenants felt unable to solve their problems by any means. However, the majority of tenants thought that improvements in maintenance, security and communications with Cityhome staff and management would solve the problem for them.

3.10 CITYHOME'S ROLE

Tenants who had indicated a serious problem were asked for the main reason they were unable to get sufficient help with the problem. Twenty-five percent answered that they were unaware of available services, while 19% indicated that existing services were not suitable. A further 10% noted that they couldn't afford existing services.

These figures could indicate a possible gap in community support services and/or funding, along with a need to communicate (to the tenant population at large) information regarding the support services that are available.

Of those tenants indicating "other" reasons for not being able to get enough help with their problems, many of these were housing-related problems, and most suggested that poor communications with Cityhome management and perceived that insufficient or unhelpful Cityhome staff were the primary reasons for this.

DISPLAY 9

OBSTACLES TO MEETING NEEDS REPORTED BY TENANTS

(Based on the question: "In your view, what is the main reason(s) why you have not been able to get enough help with this problem?")

28.0 Don't know
24.5 Not aware of any services
18.8 Existing services are not suitable
14.9 Existing services are not available (for example, because waiting lists are full)
10.0 Cannot afford existing services
7.9 No friends/neighbours to turn to for help
5.0 Not eligible for existing services
20.0 Other reasons

When asked about the role Cityhome should take to deal with unmet needs for support services, large numbers of tenants thought that "Cityhome staff working with agencies to improve services" (37.7%), "Cityhome providing information on support services" (28.6%), and "Cityhome staff helping tenants locate support services" (18.8%), would all be important contributions that Cityhome could make to help tenants with their specific needs, concerns or problems. Interestingly, a smaller number of tenants (17.7%) felt "Cityhome should help tenants deal with the problems themselves through self-help groups".

Of the tenants indicating "other" roles for Cityhome -- again mainly regarding housing issues -- 12% suggested that improved security would help deal with the problem while 8% thought that improved communications between Cityhome management and tenants was necessary.

DISPLAY 10

TENANT VIEWS OF DESIRABLE ROLES FOR CITYHOME IN RELATION TO THEIR OWN NEEDS FOR SUPPORT SERVICES

(Based on the question: "What do you feel Cityhome should do about this particular problem?")

37.7 Have Cityhome staff work with agencies to improve services
28.6 Provide information on support services
18.8 Have Cityhome staff help tenants locate support services
17.7 Help tenant self-help groups to deal with problems
5.4 Nothing, leave these matters to tenants and the service agencies
15.3 DON'T KNOW
26.3 Other

When asked what role Cityhome should take regarding unmet needs of other households in their buildings, equally high numbers of tenants thought that Cityhome should provide these same services to other households in the building where serious needs for the building as a whole was a concern. (See Displays 11 and 12, next page.)

DISPLAY 11

TENANT PERCEPTIONS OF GENERAL UNMET NEEDS/PROBLEMS IN BUILDINGS

(Based on the question "Considering other households in your building, which of the following types of needs for support services do you think are serious needs for the building as a whole?")

28.1 NO PROBLEMS
35.9 Improved security/safety
22.8 Housing situation (maintenance, building design, facilities, etc.)
17.4 Improved services for senior citizens/disabled/special needs adults
13.0 Improved family and children's services
12.2 Improved income/employment/training
8.0 Improved health services
2.6 Other types of needs
16.0 Don't know

DISPLAY 12

TENANT VIEWS OF DESIRABLE ROLES FOR CITYHOME IN RELATION TO OTHER TENANTS' NEEDS FOR SUPPORT SERVICES

(Based on the question: "What do you feel Cityhome should do about these problems?")

41.2 Have Cityhome staff work with agencies to improve services
38.1 Provide information on support services
24.6 Have Cityhome staff help tenants locate support services
24.3 Help tenant self-help groups to deal with problems
7.7 Nothing, leave these matters to tenants and the service agencies
10.0 Other
13.2 Don't know

3.11 FOCUS GROUP RESULTS

3.11.1 Tenant Focus Groups

Tenants participating in the focus groups expressed concerns about maintenance, security, noisy neighbours, alcohol and drug abuse, perceived changes in the screening of tenants and the lack of community space.

Concerns were also expressed about the lack of play space for children and the absence of coordination with the Parks and Recreation Department to keep available outdoor play space clean and suitable for children's play. Concern was expressed by one participant about the effect of open and visible drug dealing and the need to educate children about this danger.

Some tenants mentioned specific needs related to isolation, accessibility and unit design problems for disabled, senior citizen and special needs adults. They pointed out that simply providing housing for physically or mentally disabled persons was not enough since in many cases these people needed help on a day-to-day basis. In general, these tenants felt that modification to units occupied by disabled tenants was usually done quickly by Cityhome. However, they did point out that certain Cityhome offices were not accessible to the disabled and that this reflected a lack of thought and care on the part of Cityhome.

When asked who they would contact if they themselves were in need of a support service or observed someone else in the building in need, most participants said they would contact Cityhome management. Awareness of the tenant relations officers' role, however, was not fully understood by the focus group participants -- suggesting that this may be a topic of unique interest in future studies of these matters.

It was suggested that an information package be distributed to all new tenants outlining community services available, the rules and regulations of the building and who to contact when needs arise.

Considerable interest was expressed in tenant committees with reference being made to the well-established committees (both a tenants' and a parents' committee) in one building. A participant who lived in a building without committees of any kind wanted to know how to establish one, where to go for guidance, etc.

Overall communications from Cityhome were judged to be effective, although more prominent posting of regulations, meetings, etc. was viewed as desirable. Providing communications in languages other than English was also suggested.

The consensus of opinion among tenants at these focus groups was that Cityhome's role in providing support services should primarily be the identification of unmet needs and referral to the appropriate support service providers. Other roles these tenants identified for Cityhome were the education of tenants (most particularly in regard to security regulations), better screening of tenants, a more visible presence of maintenance and security personnel, the provision of meeting rooms and improved recreational areas, and coordination of tenants to work together for the good of the building.

3.11.2 Cityhome Staff Focus Groups

Cityhome staff indicated a real need for community development within individual buildings, although a positive sign in this direction has been the growth in attendance at tenant committee meetings.

In a related vein, the efforts of tenant associations that offer moral support and plan social activities are very much appreciated, they noted, since they leave the staff with more time to do their jobs. However, politically motivated tenant associations are seen as more obstructive than constructive, since they tend to take a confrontational stance with management.

Staff would like to see pilot projects developed to tackle specific problems (e.g. substance abuse; employment issues, literacy or language problems, etc.). It was noted that although Cityhome is still small enough to be reachable by tenants, now is the time to develop a system that will work as Cityhome continues to grow.

Staff who live in the buildings where they work feel they are the best informed as to what the particular problems of the building and tenants are.

Staff indicated that security issues reflect concerns about the city itself, with new fears generated by the growth in crime, most particularly in the area of drug dealing. They perceived this to be a big enough problem to require a resource person to deal solely with this issue.

Indeed, drug dealers and users are one of the biggest problems that some staff have to deal with daily. Some staff expressed a desire to be able to do more in terms of eviction of known dealers and other tenants engaging in illegal activities. These staff agreed with tenants who felt that increased security was needed, particularly in "problem" buildings or neighbourhoods.

In the area of communications, Cityhome staff would like to see better communications between management and tenants; posters and bulletins produced in more than one language; and an increase in the membership of tenant committees to include Cityhome staff.

Some staff thought that Cityhome tenants were well-informed, but that management could benefit significantly from having more and complete background information on tenants. In some cases, basic information such as their doctor's name or next of kin is unknown, making it difficult to know who should be contacted when the tenant is having problems.

Some staff would also like to see more site visits by management, more investigation of arrears problems, less barrier building, more priority-goal setting and follow-through, and generally better communication between all levels of management and tenants.

Staff generally agreed that there was a need for regular visits to the more "difficult" buildings. Some buildings could benefit from having a person in the office full-time, in order to free up the time of other staff.

Staff would like to have the time to not only re-focus on their present and future role within the Cityhome organization, but to have the time to follow-up on problems as they arise. As it is, due to an overloaded schedule, some think that they spend too much time patching, mediating and trying to cover all bases hoping that an individual or a building doesn't slip through the cracks.

3.12 HUMAN SERVICE AGENCIES' ASSESSMENTS

3.12.1 Results of the Agency Survey

The Agency Survey proved successful in eliciting agency assessments, and provided important insights on tenant needs for support services, which were complementary to those provided by tenants themselves.

Of agencies surveyed, 62% indicated that they currently provided services to Cityhome tenants, and were familiar with Cityhome buildings. Of these, about half were able to provide detailed comments on perceived unmet needs in specific buildings.

Specific unmet needs identified for tenants of Cityhome buildings covered the full range of human services, including:

- Improved security and the need for action when tenants violate basic consideration for each other (i.e. noise levels, cleanliness);
- Improved recreation facilities, common rooms and safe play areas for children;
- Crisis intervention services;
- Ongoing support for the elderly and special needs adults with alcohol abuse;
- Better access to health programs including those dealing with AIDS, drugs and birth control;
- English as a Second Language classes and referrals, culturally and linguistically specific communication, and special assistance for new Canadians;
- Personal attendant care for physically disabled adults, and related building improvements, such as power front doors to ease going in and out;
- Parenting and day care programs; and
- Programs dealing with financial instability and insecurity.

Agency respondents provided a number of suggestions and recommendations for Cityhome to deal with these types of needs.

3.12.2 Agency Survey Recommendations

Human service agency respondents provided a number of important recommendations and comments to the study. A selection of these extracts, taken directly from agency questionnaires follow:

- o provide liaison staff on-site, especially for larger developments; support for tenant committees; study other models;
- o provide workshops and training programs for Cityhome staff to teach conflict resolution and problem-solving skills to tenants to help them help themselves;
- o Cityhome should provide agencies with some basic literature on the tenant support services they are currently providing or lack; should work closely with agencies having many clients in Cityhome units;
- o keep an up-to-date resource bank of information; make contact with agencies providing direct services and make presentations to those services;
- o hire staff with appropriate languages/cultures;
- o people in the building should support each other, not drag each other down; staff support for tenants who request support; support tenant group activities; meet with all tenants to aid in providing proper services;
- o have a mental health worker for psychiatric patients, who could be a support and liaison for new tenants coming from group homes or hospitals, or allow some input from existing workers;
- o help tenants support other less able tenants; security check system, e.g. floor monitors;
- o provide a community information board located in building;
- o have regular bi-monthly meetings between property managers and tenants again since these were very helpful in the past;
- o provide local community service directories.

4. Predicting Areas of Need

A second objective of the pilot study was to examine the ability of a tenant survey to allow more generalized predictions of distribution of needs across tenant household types, programs and buildings.

For example, it is evident that increasing numbers of elderly/disabled and one parent families will increase support service needs. Similarly, data on program and building age suggests that aging of the building stock will have important implications for Cityhome, particularly as regards to tenant needs for maintenance and security.

These results are illustrated in Displays 13, showing incidence of unmet needs by household characteristics, and in Display 14, showing the relations of unmet needs to building characteristics. Several key patterns appear, for example:

- **among household types:** *lone parent households* and *households with children* were most likely to report unmet needs in the area of security/safety; *households with disabled members* were most likely to report unmet needs in the area of health; *households reporting literacy problems* were most likely to report problems in employment/income/ training;*

- **among building types:** tenants in Cityhome's *older buildings* (Display 14) were most likely to report maintenance and security problems; *tenants in newly constructed buildings* were more likely to report a variety of unmet needs in the areas of children's support service needs, seniors/disabled support services, and income/employment/training services.

As well a computer model (not presented here) demonstrated that useful predictions of support service needs could be made on a building by building basis, on the basis of demographic indicators alone.

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* Multi-variate analysis of the same data relying on *Discriminant Analysis* demonstrated similar patterns, but with significant interactions between key factors. For example: unmet needs for housing services were found to be affected not only by household type, but also by cooperative helping behaviour among tenants. Similarly, language and literacy problems were found to combine with household characteristics in predicting needs for all types of support services for families and children, seniors disabled, health support services and supports in income, training and employment.

DISPLAY 13

TYPES OF UNMET NEEDS BY HOUSEHOLD CHARACTERISTICS

	HOUSING SITUATION SERIOUS PROBLEM	SECURITY/ SAFETY SERIOUS PROBLEM	FAMILY/ CHILDREN NEEDS SERIOUS PROBLEM	DISABLED/ SENIOR CITIZEN NEEDS SERIOUS PROBLEM	HEALTH CARE IS SERIOUS PROBLEM	INCOME/ EMPLOYMENT/ TRAINING SERIOUS PROBLEM
PRESENCE OF CHILDREN						
NO	22.0%	28.3%	2.3%	9.6%	6.3%	8.4%
YES	36.5%	35.8%	16.4%	5.1%	.6%	15.8%
PRESENCE OF ELDERLY PERSONS						
NO	27.1%	31.0%	6.6%	7.0%	5.1%	10.9%
YES	17.6%	25.7%	2.7%	17.8%	2.7%	6.8%
LONE PARENT HOUSEHOLD						
NO	23.6%	28.6%	3.5%	8.9%	5.9%	10.1%
YES	38.8%	36.5%	16.5%	3.6%	.0%	13.1%
PRESENCE OF DISABLED PERSONS						
NO	26.9%	30.6%	6.7%	3.5%	2.1%	11.0%
YES	22.8%	25.2%	4.8%	21.4%	10.3%	7.1%
EDUCATION						
HIGH SCHOOL OR LESS	24.9%	26.6%	6.8%	11.0%	5.5%	12.0%
UNIVERSITY OR HIGHER	27.8%	34.5%	5.3%	5.7%	3.5%	9.2%
ENGLISH AS FIRST/SECOND LANGUAGE						
FIRST LANGUAGE	24.8%	30.5%	6.7%	9.1%	4.7%	10.0%
ENGLISH IS SECOND LANGUAGE	30.5%	32.0%	3.9%	5.5%	3.1%	11.8%
LITERACY PROBLEMS IN HOUSEHOLD						
NO	25.7%	29.5%	6.0%	6.6%	4.0%	9.8%
YES**	27.1%	35.4%	6.3%	12.5%	4.2%	16.7%
HOUSEHOLDS MAIN SOURCE OF INCOME						
WAGES/SALARY	30%	34%	6%	3%	3%	8%
SOCIAL ASSISTANCE	22%	27%	11%	10%	9%	16%
PENSIONS	21%	16%	2%	26%	10%	5%
OTHER	19%	32%	4%	12%	2%	21%

*Percentages DO NOT add to 100%, missing data is excluded. This excludes those to whom a question did not apply, and those unable to answer.

**Small samples, estimates are illustrative only.

DISPLAY 14

TYPES OF UNMET NEEDS BY BUILDING CHARACTERISTICS

	HOUSING SITUATION SERIOUS PROBLEM	SECURITY/ SAFETY SERIOUS PROBLEM	FAMILY/ CHILDREN NEEDS SERIOUS PROBLEM	DISABLED/ SENIOR CITIZEN NEEDS SERIOUS PROBLEM	HEALTH CARE IS SERIOUS PROBLEM	INCOME/ EMPLOYMENT/ TRAINING SERIOUS PROBLEM
PROGRAM						
15.1 PROGRAM	39.2%	30.2%	3.2%	9.0%	5.3%	8.5%
56.1 PROGRAM	22.4%	29.1%	10.3%	10.3%	5.2%	11.3%
F/P PROGRAM**	18.6%	28.8%	10.2%	8.5%	5.1%	15.3%
HOMES NOW PROGRAM**	15.8%	26.3%	.0%	2.6%	2.6%	7.9%
OLD OR NEW CONSTRUCTION						
OLD/REHABILITATED	25.1%	31.1%	2.8%	4.6%	4.6%	9.6%
NEW CONSTRUCTION	26.4%	29.9%	8.1%	10.6%	4.9%	10.8%
YEAR INITIALLY OPERATED BY CITYHOME						
1975-1979	38%	32%	3%	10%	6%	9%
1980-1984	25%	28%	9%	8%	4%	12%
1985-1990	22%	28%	7%	9%	5%	10%

*Percentages DO NOT add to 100%, missing data is excluded. This excludes those to whom a question did not apply, and those unable to answer.

**Small samples, estimates are illustrative only.

While the modest sample size of the pilot study limits this analysis to an illustrative one, some findings are instructive and point to certain likely (and somewhat predictable) results of future changes. (Also note that a true multi-variate analysis could provide additional insights.)

Significantly as well, the analyses of household needs by household characteristics show clearly that needs for support services affect households of all types, not just those with special needs or those in the lower income groups.

5. Conclusions and Recommendations

5.1 SOME KEY FINDINGS

The study produced a number of findings of potential importance to Cityhome. Among these, the most important were:

- o the pilot study demonstrated general success of the survey model in obtaining useful information from both tenants and agencies;

- o tenant survey results indicated that very extensive concerns exist among tenants for maintenance and related housing issues, and security (overall, the tone of much tenant feedback in the study was relatively negative as regards the quality of life in Cityhome housing, suggesting a wide range of policy and program concerns);

- o there is evidence of extensive unmet needs for social and human services among Cityhome tenant households;

- o a relatively high proportion of tenants have disabilities or other special needs, potentially requiring extensive additional interventions to create or link to support services;

- o a high degree of tenant support exists for Cityhome action to aid in resolution of tenant needs for support services, particularly through such steps as providing information on support services, helping tenants locate support services and Cityhome staff working with agencies to improve services;

    - overall, only 5% of tenants indicated that they thought Cityhome should "do nothing" about the wide range of needs and problems indicated (15% had no opinion);

    - most tenants favoured a variety of actions by Cityhome to work with agencies to improve services (37.7%); provide information on support services (28.6%); help tenants locate services (18.8%); and aid tenant self-help groups to deal with problems (17.7%).

- the Research Team's analysis indicated that unmet tenant needs for support services were:

  - widely distributed across all buildings, building types and tenant household types;

  - diverse, covering the full range of needs for disabled/elderly services, family services, health services and employment/income/training services; and

  - related to income and lack of information about social services. Analysis of incomes of those reporting "serious unmet needs" in the areas of income/employment/ training, disabled/seniors, families and children, and health, indicated that over 80% of these households had incomes under $25,000 per year. This tendency towards strong low-income representation suggests a high level of appropriateness for Cityhome efforts to obtain remedies for unmet support service needs through income-targeted social services which are cost shared by senior levels of government.

- while methodology prevents exact comparisons with other social housing programs, SPR's general assessment (based on its recent national studies of public and co-operative housing), is that the Cityhome housing portfolio reflects particular and extremely challenging special needs problems.

  Some demographic indicators pointing to these significant problems/needs in the Cityhome portfolio include:

  - 22.4% of households indicating one or more disabled members;

  - 21% of households indicating a mother tongue other than English or French (6% of households with members requiring translation); and

  - 9.3% of households indicating literacy problems.

- o that a multi-variate model of factors facilitating or hindering unmet needs demonstrated:

  - a role for a mutually supportive environment in building maintenance and housing problems (buildings with higher levels of tenant self-help and mutual support were generally much lower in maintenance and other problems);

  - *language barriers* (lack of basic ability in English), and *literacy* were both factors in tenants having unmet service needs; and

  - a computer model of tenant needs could generate priority rankings for specific buildings for Cityhome planning purposes.

- o agency assessments that the main need for improving access to services by Cityhome tenants was by improved coordination and communication with agencies -- agencies indicated substantial needs for additional contacts and collaboration with Cityhome personnel to identify and resolve problems in tenant needs for support services.

These findings were generally complemented by qualitative findings from focus groups with tenants, superintendents, tenant relations staff, management personnel, and others.

5.2 RECOMMENDATIONS

A number of the study findings have important implications for Cityhome.

For example, the multi-variate analysis suggests that an environment characterized by mutual help (neighbours working together and helping each other) reduces social service and maintenance needs. This could point to the need to develop Cityhome housing more as *communities*, to strengthen quality of life, and also to reduce maintenance requirements. Such a direction -- particularly to strengthen communities -- would be in line with the historic concerns of the City with regards to housing and the quality of life.

Based on the pilot study findings, SPR recommends that Cityhome consider the following developmental actions:

- **Plan for expansion of the tenant support services unit.**

  Rationale: additional resources are required in five areas: community development; inter-agency liaison; tenant communications/information; tenant case contacts; staff training regarding support services issues (e.g. for maintenance staff etc.).

  As part of this stage, a task/skill review should be conducted to determine more exactly the appropriate mix of skills (e.g. community development versus case contacts) and roles (e.g. allowance for some degree of human resource specialization to target specific problems such as substance abuse).

- **Improve tenant information through easily read, up-to-date tenant handbooks and communication materials.**

  Rationale: such an updating and simplification of all materials including tenant handbooks, newsletters, bulletins and posters may do much to improve tenant understanding of the overall availability of community services as well as the administrative rules to be followed. A simplification of forms (e.g. lease, rent supplement) is also recommended.

- **Institute regular on-site visits by senior management.**

  Rationale: such on-site visits could increase the "hands-on" awareness of problems throughout the portfolio and aid in administrative problem-solving and crisis prevention.

- **Improve the screening process with a special emphasis on completing an applicant/tenant profile.**

  Rationale: such a proactive stance could help to alleviate the problems associated with known abusers of the system.

- **Institute regular surveys of tenants on support services** (and security and maintenance problems); as a feedback and monitoring mechanism.

  Rationale: such a survey could become a mechanism for improved monitoring of problems, provision of information to tenants, and linking of services to tenants.

5.3 DISCUSSION

Such changes may do much to improve the ways in which Cityhome responds to tenant needs, or coordinates its work with the larger structure of human services responding to those needs.

At the core of an effective response to these needs, however, is a reconsideration of the way in which Cityhome responds to tenants and how it (generally) manages its portfolio. Overall, the study results point to a need for increased tenant involvement in management, and the nurturing of a more co-operative environment in housing.

Measures to pursue these goals would improve not only the quality of life, but almost certainly be reflected as well in savings in management and operational costs.

Appendix A:
Methodology

A. EXPLORATORY AND DESIGN RESEARCH

A.1 Overview of Key Informant Interviews

Overview of Key Informant Interviews: The key informant interviews showed the following general results and specific insights for this study:

- o General positive perception of Cityhome and its response to the needs of special groups;
- o Approval of Cityhome's policy of providing various housing options - rooming houses, bachelorettes and apartments - affordable pockets of housing within the city;
- o Perception of Cityhome as less bureaucratic, more flexible, more timely than other housing providers in its response for housing requests;
- o Perception that mixing of income and social groups guards against the stigmatization of public/social housing and creation of ghettos. Ratio of RGI units to market rents units is seen as very important so that balance is maintained. Size of Cityhome developments has an influence on the tenants -- very large developments tend to be less well-integrated, both internally and within the community;
- o Perception that higher % RGI units leads to less successful mixing -- the nature of building changes -- social integration becomes problematic -- lose balance amongst tenant population;
- o That concern for personal safety creates need for more security but results in less accessible buildings;
- o That an aging population represents important issues -- delaying move to seniors homes;
- o That survivors of serious accidents and sports injuries need extensive support;
- o That phasing-out of sheltered and group homes for developmentally disabled and ex-mental health patients puts many with fragile health in need of housing and related support services in close proximity;
- o Cityhome units are permanent homes not a temporary stepping stone to home ownership or any other sort of housing -- not temporary -- need to develop pride in homes, in neighbourhood;
- o That permanent homes therefore require permanent services, available on-site wherever possible -- need to guard against the cycle of people functioning well with support -- degenerating as support is withdrawn -- resulting in need for extensive help to cope again;
- o That many of those with special needs will never be totally independent and will always require some services -- support network within buildings;
- o That the drug problem is severe -- in addition to alcohol problems -- and poor life skills -- constant intervention is needed.
- o That other services have to be close by -- especially for many disabled or infirm -- transport is expensive and not easily accessible.

Recommendations: Key informants made a number of general recommendations as to "what is needed":

- Tenants should be included in management -- a more co-op style -- many tenants feel that they have no control over their life, housing etc. Tenants Associations need to be encouraged and supported;
- A 24-hour a day hotline help number should be made available;
- Agencies should be involved in the planning of Cityhome developments -- social space is important etc.;
- Ethnic liaison officers are needed to deal with cultural differences, communications problems, e.g. it was suggested that Asians typically don't ask for help. This may be an indicator of the need for a multicultural staff;
- A monthly meeting should be held, between the public health nurse, the home care co-ordinator, and building superintendent to identify problem tenants and their needs, plus Cityhome development community worker if there is one;
- Cityhome should support tenants to organize a Neighbourhood Watch for each Cityhome building, in response to security concerns.

A.2 Other Exploratory Activities

Superintendents' Meeting: In addition to the key informant interviews, input has been received from a group of Cityhome superintendents, who are aware of the social problems and support service needs of tenants. Key issues (in superintendents' assessments) identified at this session as relevant for tenant support (as well as general management) included the need for:

- Effective screening of tenants, landlord control, inspection of units, authority to deal with problem tenants. Destructive and disruptive tenants create problems and tensions with other tenants, as well as damage units, resulting in increased costs and frequency of maintenance operations;
- A healthy blend of socio-economic groups to avoid ghetto-style housing and the stigmas associated with heavily subsidized housing. Deeply subsidized tenants are generally less caring with regard to their housing and are protected by the legal system to a great extent.
- Emergency calls are not always responded to -- police substantiated this assessment -- some Cityhome developments have developed such negative reputations generally, or specific problem tenants have been identified as placing undue demands on support service providers;
- There have been a number of Cityhome surveys (in superintendents' views) in the recent past with a perception that no significant changes resulted from the studies. This perception, it was noted, may impact on tenants' responses and willingness to respond to the survey or be involved in discussion groups related to this study.

They also noted:

- o Specific Housing Issues: That buildings with a single elevator create problems; lack of meeting spaces; lack of ramps; security cameras give tenants greater comfort level; and Intelliguard presence too limited.

- o Operational Issues: That property managers are overworked and inaccessible -- need pagers; role of Tenants Association perceived to be more political than serving the tenants -- causes operational problems; emergency repair procedure unwieldy and ineffective.

Other Consultative/Review Activities: Other activities included:

- o Draft questionnaire materials have been distributed for suggestions and comments to the following agencies:
  - Need Assessment for Support Services Steering Committee;
  - Ministry of Housing - Director Tenant Support Services;
  - City of Ottawa Housing - Policy and Program Co-ordinator;
  - Public Health Nurses;
  - Board of Education School Community Advisors;
  - Metro Toronto Housing Company;
  - Police Community Liaison Officers;
  - Central Link - Mental Health Community Workers; and
  - Metro Toronto Association for Community Living.

Issues that Arose in Discussions With Other Housing Agencies: City of Ottawa Non-Profit Housing has recently created the position of Co-ordinator of Policy and Programs. The newly appointed staff member has identified three priority special needs groups to focus on:

- o ex-mental health patients who are usually not well-connected to support service agencies;

- o frail elderly who are reasonably well served but are a group requiring longer term support; and

- o new Canadians who are severely restricted by language barriers.

An issue focused on in Ottawa is the fragmented nature of services. Although many services exist, they are not well co-ordinated which results in overlap and duplication in some areas, while leaving gaps or no service at all in other areas.

Metro Toronto Housing Company Limited noted that many tenants spend nearly all their time at home creating the need for daily activities based within their building and the resulting requirement for social space, a primary consideration when assessing needs for support services.

The General Mail/Telephone Method and Procedures: The basic survey method employed by SPR has been proven in many mail/telephone surveys conducted successfully by the firm. The method is derived from highly successful approaches outlined by Dillman in *The Total Design Method*,* and includes approaches refined by SPR in 12 years of Canada-wide mail survey practice, including mail and mail-telephone surveys.

One key element in this approach was the careful application of *social exchange theory* in cover letters and survey materials and drawing, as appropriate, on the legitimacy of the sponsoring agencies. For example, letters carefully explained potential benefits of participation in the study to the tenants/social services personnel being surveyed, and included use of City of Toronto Housing Department's letterhead (with a senior official's signature) to underline importance of the survey.

A second key component of The Total Design Method was *repeated contact* with target respondents, with special focus on non-respondents. Three contacts were made with every respondent: (1) an initial mailing of the survey; (2) a reminder postcard for tenants and agency staff; (3) a second mailing of the questionnaire with revised covering letter to non-respondents; and (4) telephone contacts to complete the survey or identify problems. (Surveys were also "monitored", so that the SPR team and the client Steering Committee could receive early warning of any problems in the survey (see below)).

Where necessary, to complete or clarify responses, additional telephone or personal follow-up interviews were carried out. A third component in the SPR approach was the use of a computerized survey management system to provide quick and efficient planning of survey activities. Taken together, the applications of social exchange theory and highly structured follow-ups produced a good response rate, with final response of 74.7% for tenants and 70% for social service providers.

A.3 Survey Monitoring and Non-response Reduction

To assure economy and cost-effective allocation of resources in follow-ups of non-respondents, each questionnaire was coded to allow auditing and tracking of non-respondents. This was done by affixing a unique address label or identification number to the cover of each questionnaire. Cases of complete, valid responses were removed from the survey follow-up computer file as they were received, in order to focus subsequent effort on only those who had not responded.

To assure that the SPR team and the client steering committee had a full understanding of the survey rate of progress, and a warning of any field response problems at the earliest date, the SPR team conducted telephone "monitoring" surveys of non-respondents at two points, to determine that the surveys were proceeding as expected.

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* Don Dillman, *Mail and Telephone Surveys: The Total Design Method*, Wiley-Interscience, 1978.

A.4 Survey Design to Assure High Quality Data

Questionnaire Design: The questionnaires were professionally printed in fold-out booklets of 8 pages. The SPR team applied a number of principles to contribute to high quality final survey questionnaires.* These were maximized in the pre-testing, and included: (1) emphasis on closed-response ("check-off" behavior vs. "circle the number" rating-type) questions; (2) revisions to make sure that all questions were clearly stated and "answerable"; (3) complete and precise instructions and definitions; and (4) careful "skip" instructions, where respondents were to skip questions which did not apply to them. SPR also recommended inclusion of a "suggestions" question at the end of the questionnaire, to draw more interest from respondents by "having a say" (e.g., "Is there anything else you want to tell us about which will help us understand the needs of Cityhome tenants?")

Pre-Test: Research staff were thoroughly briefed on the aims and objectives of Cityhome's *Tenants' Needs for Support Services* study before the start of the field activities. The briefing included the purpose of the pre-test which was to identify problems in the questionnaire or procedures, for example, questions that did not work, terms that were unclear or needed definition, etc.

Questionnaires were delivered to three Cityhome buildings employing the "drop-off and pick-up" methodology. Most questionnaires were picked up within 24 hours, although a small number of tenants preferred to mail back their questionnaires.

De-briefing was conducted with the tenants at the time of pick-up and focused on four specific issues: suitability, wording; concerns; and sensitive questions.

- *Suitability*: Did you find the questionnaire too long? Do you think respondents will object to the length? Are there any questions that seem hard to understand? (Please indicate which questions.)
- *Wording*: Are the instructions clear? Are all questions clear and answerable? (If not, please indicate which ones are unclear.)
- *Concerns*: Are any important concerns of tenants not addressed? (If yes, please indicate what types of concerns are not addressed.)
- *Sensitive questions*: Are any of the questions offensive? (If yes, indicate which ones.)

Hotline: These steps were supported by a telephone "help number" or "hotline" supplied with the questionnaire, so that respondents could get help when in doubt about how to complete a question. SPR's hotline was in full operation by the start of the mail survey. It operated from 9:00 a.m. to 9:00 p.m., five days a week (the extended hours were suggested because we assumed that many tenant respondents would complete the questionnaire in the evening, and we wanted to answer their questions when they came up).

A.5 Quality Control and Data Processing

Quality control of the survey data was a major concern of the study team. To this end, a number of steps were undertaken to ensure highest quality results from survey instruments. A specific *Coding Manual* was prepared for the edit-code function and survey staff were carefully trained on all edit-code procedures. A full edit-code was undertaken on all returned questionnaires under the supervision of a senior researcher.

Data Entry: Data entry commenced once returns were received using SPSS Data Entry II software under the direction of Ms. Marian Ficycz. Data entry was subject to a range of checks and consistency edits to ensure that the logic of the survey instruments was not violated. An additional step was taken to assure high quality data for the mail survey results: after questionnaires were received and key-entered, computer checks were conducted to identify and "flag" any contradictory or inconsistent survey responses.

A.6 Confidentiality and Related Issues

At all stages of the study, SPR assured all respondents or participants that: (1) all communications and information would be held in confidence; (2) that the only purpose for the collection of the information was for input to the study; and (3) that personal views or opinions would not be compared so as to compromise confidentiality.

A.7 Recruiting for Tenant Focus Groups

At the end of the mailed-out tenant questionnaire, tenants were asked to indicate whether they would be interested in participating in a discussion group to review initial findings from the survey.

Approximately 150 tenants indicated that they would be interested in attending such sessions. All tenants expressing an interest were contacted by phone by a Cityhome tenant co-ordinator who had been hired to facilitate this component of the research.

Discussion groups were scheduled for three sessions, in the afternoon and evening of Tuesday April 16, 1991, with child care available during the evening session, and in the evening of Thursday, April 18, 1991.

Between 10-12 tenants were recruited for each session. Reminder/confirmation calls were made prior to each session, with 7-9 tenants confirmed for each group. Attendance was somewhat lower than expected with 3-6 tenants attending each session.

Appendix B

Key Informant Suggestions

Key informants made a number of general recommendations as to "what is needed":

- Tenants should be included in management -- a more co-op style -- many tenants feel that they have no control over their life, housing etc. Tenants Associations need to be encouraged and supported;
- A 24-hour a day "hotline" help number should be made available;
- Agencies should be involved in the planning of Cityhome developments -- social space is important etc.;
- Ethnic liaison officers are needed to deal with cultural differences, communications problems, e.g. it was suggested that Asian tenants may typically not ask for help. This may be an indicator of the need for a multicultural staff;
- A monthly meeting should be held, between the public health nurse, the home care co-ordinator, the building superintendent and the Cityhome development community worker to identify problem tenants and their needs; and
- Cityhome should support tenants to organize a Neighbourhood Watch for each Cityhome building, in response to security concerns.

Appendix C:
Agencies Surveyed

Aids Committee of Toronto
All Saints Church Community Centre
Bellwoods Park House
Canadian African Newcomer Aid Centre of Toronto
Canadian National Institute for the Blind
Canadian Paraplegic Association
Catholic Children's Aid Society of Metropolitan Toronto
Catholic Family Services of Toronto
Central Neighbourhood House
Children's Aid Society of Metropolitan Toronto
Chinese Family Life Services of Metro Toronto
Church of the Good Samaritan
CM Hincks Treatment Centre
Community Centre 55
Community Information Centre of Metropolitan Toronto
Community Older Persons Alcohol Program
Community Resources Consultants of Toronto
Covenant House
Cross Cultural Communication Centre
Daily Bread Food Bank
Disabled Persons Working Together (DPWT)
Dixon Hall Neighbourhood Social and Family Service Centre
Drs. Paul and John Rekai Centre
Downtown Care Ring
Earlscourt Child and Family Centre
East End Literacy
East Toronto Seniors Centre
Elizabeth Fry Society of Toronto
Evangel Hall
Family Day Care Services
Family Service Association of Metropolitan Toronto
519 Church Street Community Centre
Foodshare Metro Toronto
Fortune Society of Canada Incorporated
Friendship Centre
Harambee Centres Canada
Home Care Program for Metropolitan Toronto
Hong Fook Mental Health Service
Hugh Macmillan Medical Centre
Humewood House Association
Huntley Youth Services
Interval House
John Howard Society of Metropolitan Toronto
Lighthouse
Lyndhurst Hospital
Meals Here and There Incorporated
Mental Health Program Services of Metropolitan Toronto
Mercury Youth Service
Metropolitan Separate School Board
Metropolitan Toronto Community Services Dept. Children's Services Division
Metropolitan Toronto Community Services Department Employment Support Initiatives (ESI)
Metropolitan Toronto Community Services Department Metro Youth Outreach Program

Metropolitan Toronto Association for Community Living
Metropolitan Toronto Movement for Literacy
Mid-Toronto Community Services Incorporated
Native Women's Resource Centre of Toronto Incorporated
Ontario Welcome House Network
Operation Springboard
Opportunity For Advancement
Our Place
Parkdale Activity and Recreation Centre
Parkdale Community Information Centre
Progress Place
Queen Street Mental Health Centre
Rendezvous For Seniors at Harbourfront Incorporated
Riverdale Immigrant Women's Centre
St. Clair West Meals-On-Wheels
Saint Elizabeth Visiting Nurses Association of Ontario
St. Joseph's Health Centre
Salvation Army Bethany Home and Day Care Centre
Salvation Army Dufferin Residence
Salvation Army Family Services
Scadding Court Community Centre
Scott Mission
Second Harvest Food Support Committee
Sistering
Society of St. Vincent De Paul
Sprint
Stop 86
Street Haven at the Crossroads
Street Outreach Services
Streetlink Centre
Visiting Homemakers Association
West Central Community Health Centres
West Toronto Support Services for Seniors and Disabled
Woodgreen Community Centre
Yonge Street Mission Christian Community Centre
Metropolitan Toronto Police
Metropolitan Toronto Police
Metropolitan Toronto Police
Community Service Office Toronto Board of Education
Department of Public Health Downtown Area
Department of Public Health Eastern Health Area
416 Drop In
Gerstein Centre
Central Link
PACE - Central
PACE - East
Neighbourhood Legal Services
Senior Link
Archway
Community Occupational Therapists Assoc.
Barbra Schlifer Clinic
Multiple Sclerosis Society of Canada
YMCA of Metropolitan Toronto
YWCA of Metropolitan Toronto Bongard House
South Riverdale Community Health Centre

Cityhome Survey on Tenants' Needs for Support Services

AGENCY QUESTIONNAIRE

Background Information: Cityhome -- the Non-Profit Housing Corporation of the City of Toronto -- is committed to providing a high quality of life in the buildings it manages. In 1990, Cityhome provides housing for more than 7,000 Toronto households with a variety of needs for recreational, social, health and other services.

As part of Cityhome's research into tenants' needs for support services, a survey is being conducted with social service providers and related community agencies.

Purpose of the Survey: The main purpose of the survey is twofold: (1) to assess how familiar agency personnel are with Cityhome buildings and the needs of tenants for support services; and (2) to obtain suggestions from agencies on how to define and develop Cityhome's role in dealing with tenant needs or problems.

Strict Confidentiality: All responses will be kept in strictest confidence by SPR Associates, the survey consultant who will summarize the surveys for Cityhome. Exceptions will be agencies who give permission to quote survey results.

Instructions: The questionnaire should be completed by staff who are familiar with problems at the neighbourhood level in your organization. Please feel free to duplicate the questionnaire if you need additional copies for your local branch level of operations (or telephone our survey office at 467-8430 for additional copies).

The survey should be returned to the SPR Associates Survey Office, 2318 Danforth Avenue, 2nd Floor, Toronto, Ontario, M4C 9Z9, in the postage-paid envelope provided.

If you have any questions, please call the survey "hotline" at 467-8430, Monday to Friday, 9:00 a.m. to 5:00 p.m.

1. What main services does your agency provide? (PLEASE PROVIDE A SIMPLE DESCRIPTION AND FEEL FREE TO ATTACH DOCUMENTATION)

2. Do you currently provide services to Cityhome tenants? (CHECK ONE)

   ☐ Yes
   ☐ No
   ☐ DON'T KNOW

3. Are you familiar with any of the specific Cityhome buildings identified on the map insert? (CHECK ONE)

   ☐ Yes
   ☐ No ---> (GO TO QUESTION 8)

4. Which one building are you most familiar with? (NOTE NUMBER AND ADDRESS FROM MAP INSERT FOR ONLY ONE)

   Number: _____ Address: _____

5. Are you familiar enough with this building to provide an agency perspective on its tenant support service needs? (CHECK ONE)

   ☐ Yes
   ☐ No ---> (GO TO QUESTION 8)

6. What, in your view, are the most pressing needs that you are aware of for tenant support services in this building?

7. How could Cityhome help tenants with these problems?

8. Do you have any suggestions for Cityhome regarding its possible role in working with your agency or other agencies to improve tenant support services? (PLEASE DESCRIBE)

9. If Cityhome needs to contact your agency, who should be contacted to deal with agency level issues? (PLEASE PROVIDE THE FULL NAME, JOB TITLE, MAILING ADDRESS AND TELEPHONE NUMBER)

Name: _____

Title: _____

Address: _____

_____

Area Code: ( ) Phone: _____

10. If Cityhome needs to contact your agency, who should be contacted to deal with local (neighbourhood) issues? (PLEASE PROVIDE THE FULL NAME, JOB TITLE, ADDRESS AND TELEPHONE NUMBER OR ATTACH A LIST)

Name: _____

Title: _____

Address: _____

_____

Area Code: ( ) Phone: _____

11. Can we forward your survey answers and the above names to Cityhome staff? (CHECK ONE)

- ☐ Yes, all responses in this questionnaire may be quoted
- ☐ Yes, contact names only may be quoted
- ☐ No

12. Please provide your name, title, mailing address and telephone number, in the event we need to clarify any of your answers.

Name: _____

Title: _____

Address: _____

_____

Area Code: ( ) Phone: _____

Thank you for participating in this important study.

cityhome's portfolio of properties

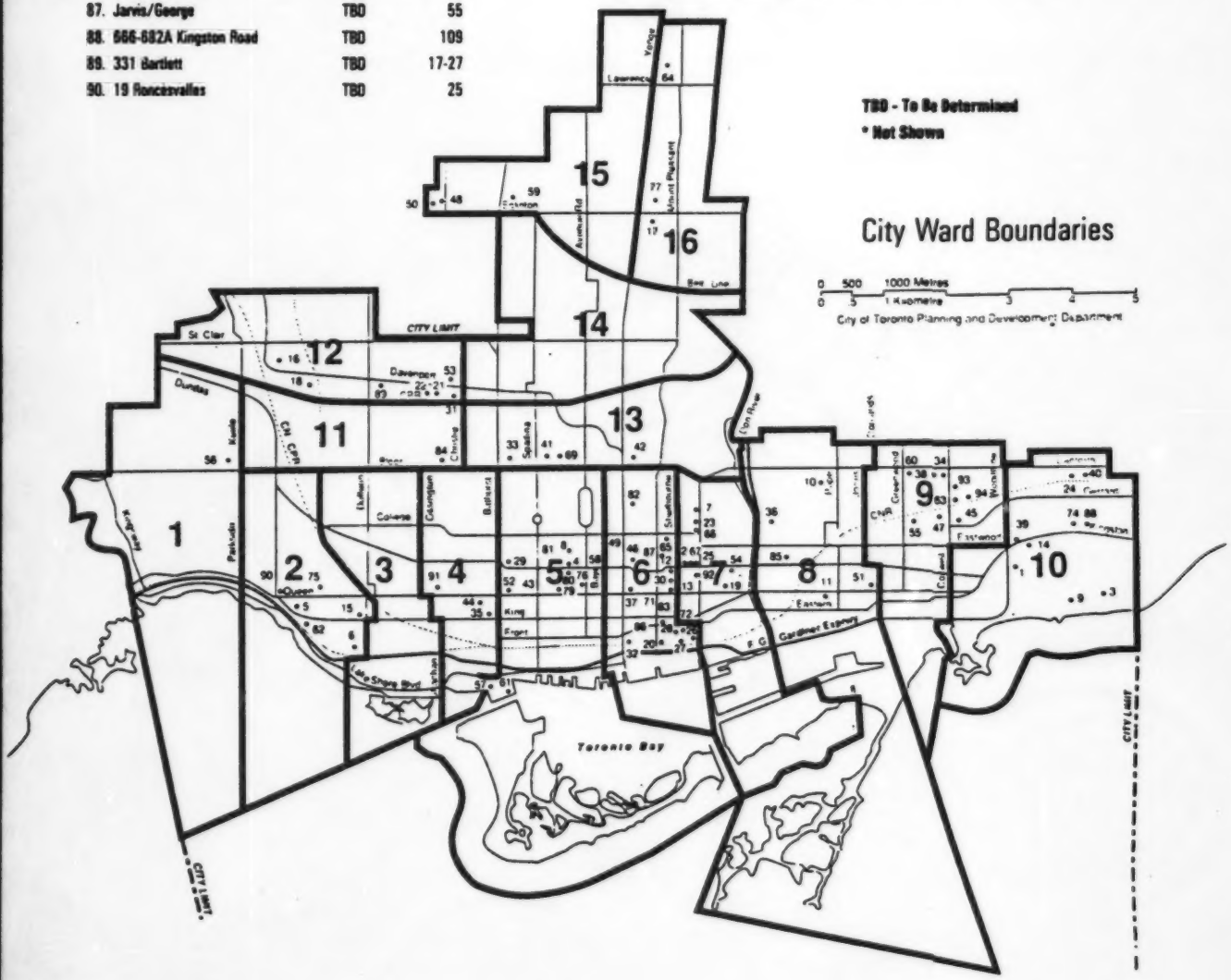
Development Name	Year Occupied	Number of Units
1. 98 Elmer Avenue	1975	38
2. Dundas/Sherbourne I & II	1975/76	376
3. 9-11 Balsam Avenue	1975	12
4. Dundas/Beverley	1975	58
5. 3 Laxton Avenue	1975	42
7. South St. James Town I & II	1976/77	317
8. Hydro Block I & II	1976/78	152
9. 42 Hubbard Boulevard	1976	27
10. Cavell/Harcourt	1976	53
11. 195-201 Logan Avenue	1977	9
12. Pembroke Mews	1977	199
13. 188 Sherbourne Street	1977/80	6
14. 331 and 333 Kingston Road	1977/80	6
15. Dufferin/Gwynne I & II	1978/80	144
16. Symington Place	1978	281
17. Holly Park	1978	170
18. Campbell/Antler	1979	100
19. Trolame Court	1979	58
20. Crombie Park Apartments	1979	207
21. Frankel/Lambert Townhouses	1980	39
22. 470 Melita Crescent	1980	70
23. Winchester Square	1980	254
24. 111 Stephenson Avenue	1980	50
25. 295-299 Ontario Street	1981	9
26. St. Lawrence Townhouses	1981	10
27. 15 Scadding Avenue	1982	281
28. 176 The Esplanade	1982	303
29. 61-75 Wales Avenue	1982	30
30. 21-25 Pembroke Street	1982	8
31. Lambert Court	1982	96
32. 55 The Esplanade	1983	166
33. Brunswick/Howland/Albany	1983	21
34. Chatham Avenue	1983	12
35. 575 Adelaide Street West	1983	150
36. 438 Broadview Avenue	1983	15
37. 25 Mutual Street	1983	97
38. 40 Queen Victoria	1983	9
39. 320 Kingston Road	1983	36
40. 138 Stephenson Avenue	1983	101
41. Huron/Madison	1984	51
42. Asquith Park	1984	192
43. 11 Sullivan Street	1984	31
44. 63 Mitchell Avenue	1984	3
45. Newbold Avenue	1984	21
46. 145 Mutual Street	1984	145
47. Caswell Stables	1984	11
48. 145 Elm Ridge Drive	1985	53
49. 25 Elm Street	1985	101
50. 185 Elm Ridge Drive	1985	14
51. Jones/Curzon	1985	15
52. Queen/Vanauley	1986	139
53. 1087 Davenport Road	1986	9
54. 123 Sackville Street	1986	20
55. Greenwood/Walpole	1987	120
56. 44-58 Keele Street	1987	8
57. Bathurst Quay - North	1987	162
58. Chestnut/Elizabeth	1987	144
59. Bathurst/Eglinton	1988	134
60. 1275 Danforth Avenue	1988	109
61. Bathurst Quay - South	1988	106
62. Springhurst/Dowling	1989	138
63. 33 Coatsworth Crescent	1989	145
64. 2745-2765 Yonge Street	1989	113
Houses and Rooming Houses		
65. 179 Gerrard Street East	1978	42 rooms
66. 234-236 Carlton Street	1978	26 rooms
67. 257 Dundas Street East	1978	36 rooms
68. Scattered Houses*	1975-80	260 houses
69. 490 Huron	1988	10 rooms
70. S.H.O.P. Houses*	1989	4 houses
Under Management, City-Owned		
71. 349 George Street	1979/83	70 beds
72. 30 St. Lawrence Street	1983	45 beds
73. Property Houses*	1975-80	114 units
Under Development/Construction		
74. 530 Kingston Road	1990	90
75. 22 O'Hara Avenue	1990	13
76. 248 Simcoe Street	1990	107
77. 28, 133 Broadway	1990	127
78. S.H.O.P. Houses*	1990-91	181
79. Stephanie/McCaul	1991	143
80. 190 John Street	1991	26
81. Larch Street	1991	54
6. 102 Tyndall Avenue	TBD	54

Development Name	Year Occupied	Number of Units
82. Carparks 2, 3 & 5	TBD	100-250
83. St. Lawrence A2(b)	TBD	100
84. Carling/Irene	TBD	9
85. 17A Tiverton	TBD	2
86. St. Lawrence C2	TBD	109
87. Jarvis/George	TBD	55
88. 666-682A Kingston Road	TBD	109
89. 331 Bartlett	TBD	17-27
90. 19 Roncesvalles	TBD	25

Development Name	Year Occupied	Number of Units
91. 181 Crawford Street	TBD	3
92. Berkeley/Ontario	TBD	56
Development for Other Clients		
93. Senior Link	1990	174
94. Metro Toronto Housing Co. Ltd.	1991	55

TBD - To Be Determined

*** Not Shown**



Cityhome Survey on Tenants' Needs for Support Services

BACKGROUND INFORMATION

Cityhome and the Quality of Life: Cityhome is committed to providing a high quality of life in the buildings it manages. In 1990, Cityhome provides housing for more than 7,000 Toronto households with a variety of needs for recreational, social, health and other services.

A survey on tenant needs for support services: Your household has been randomly selected to be included in this survey to assess the need for support services among Cityhome tenants. Therefore, your response is extremely important.

INSTRUCTIONS

The survey is strictly confidential: Only the consultants will see the data. Individual answers will not be identified, and the survey will be used for summary purposes only.

Your view is important: The survey provides a place for you to state your views about what Cityhome should do about certain types of problems. If you feel that certain things are not ones that Cityhome should concern itself with, we want to know that too. The address label above is for survey purposes only, and will be removed after computer processing of the questionnaire.

Who should complete the survey: The survey should be completed by an adult household member.

How to complete the survey: Most questions can be answered simply by checking off a box or writing in your answer. Please follow all instructions and answer every question except where you are instructed to skip a question. *If you have difficulty completing the survey*, please ask a relative or neighbour to help you complete it or please telephone SPR Associates' survey "hotline" help number at 467-8430, Monday to Thursday, 9:00 a.m. to 9:00 p.m., and Friday, 9:00 a.m. to 5:00 p.m.

A. Household Support Service Needs

By needs for support services, we mean situations where households have problems or needs that could be solved by more or improved social, health, housing or other services, or that could be helped by support from "informal supports" such as friends or neighbours. **Household** refers to the person(s) who normally live in your apartment unit or house.

For each question below, **check off each item for which you feel you/your household has a problem that could be improved either by more or better support services, or by help from friends or relatives.** If you have no problems in a particular area, please be sure to check the "no problems" box. Note that there is space to write in additional answers.

1. HOUSING SERVICES: Please check each item where more or improved services or help would be important to your household.

   - ☐ Maintenance of units, buildings, and grounds
   - ☐ Unit/building design changes
   - ☐ Concerns over noisy/disruptive neighbours
   - ☐ Tenant input into management
   - ☐ Communications from Cityhome
   - ☐ Getting information about the rent-geared-to-income program
   - ☐ Social areas/facilities in the building
   - ☐ Parking
   - ☐ Other housing-related facilities/services or help (PLEASE SPECIFY):

     _____

   - ☐ NO PROBLEMS

2. SECURITY/SAFETY: Please check each item where more or improved services or help would be important to your household.

   - ☐ Security from theft
   - ☐ Security from assault
   - ☐ Security from illegal drug users and sellers
   - ☐ Security staff or police presence
   - ☐ Security design in the building and grounds
   - ☐ Other improvements to security/safety or help (PLEASE SPECIFY):

     _____

   - ☐ NO PROBLEMS

3. FAMILY AND CHILDREN'S NEEDS: Please check each item where more or improved services or help would be important to your household.

   - ☐ No children in the household ---> (GO TO QUESTION 4)
   - ☐ Infant child care
   - ☐ Pre-school child care
   - ☐ School age child care
   - ☐ Education programs for children (ages up to 12)
   - ☐ Education programs for teens (ages 13 to 17)
   - ☐ Youth sports activities, centres or clubs
   - ☐ Someone to talk to about family problems
   - ☐ Information/courses in family life (for example, parenting, budgeting, nutrition)
   - ☐ Other family/children's services or help (PLEASE SPECIFY):

     _____

   - ☐ NO PROBLEMS

4. SENIOR CITIZEN, DISABLED AND SPECIAL ADULT NEEDS: Please check each item where more or improved services or help would be important to elderly, disabled or ill members of your household.

- ☐ No seniors, disabled or special needs adults in the household ---> (GO TO QUESTION 5)
- ☐ Special access transportation
- ☐ Changes to units (for example, special bath or kitchen facilities)
- ☐ Changes to building access (for example, doors, stairs, elevators)
- ☐ Home help (for example, cleaning, shopping, etc.)
- ☐ Meal services (for example, Meals-on-Wheels)
- ☐ Help with personal care (for example, bathing, footcare)
- ☐ Help with government paperwork, banking, etc.
- ☐ Emergency alarm devices (for example, Protect Alert)
- ☐ Other services or help (PLEASE SPECIFY):

_____

- ☐ NO PROBLEMS

5. HEALTH CARE: Please check each item where more or improved services or help would be important to your household.

- ☐ Access to health and dental clinics
- ☐ Emergency medical and dental care
- ☐ Physical therapy/occupational therapy
- ☐ Nursing care
- ☐ Health information, courses or counselling
- ☐ Mental health services
- ☐ Other health services or help (PLEASE SPECIFY):

_____

- ☐ NO PROBLEMS

6. INCOME/EMPLOYMENT/TRAINING: Please check each item where more or improved services or help would be important to your household.

- ☐ Assistance with budgeting/financial problems
- ☐ Help finding employment
- ☐ Training/upgrading for employment
- ☐ Youth employment
- ☐ Other income or employment/training-related services or help (PLEASE SPECIFY):

_____

- ☐ NO PROBLEMS

7. OTHER NEEDS: Please check each item where more or improved services or help would be important to your household.

- ☐ Public transportation
- ☐ Access to shopping, banking, etc.
- ☐ Recreation activities, centres or clubs
- ☐ Help dealing with personal emotional difficulties
- ☐ More information about social, health or other support services
- ☐ Information on Human Rights (for example, Legal Aid Clinic)
- ☐ Language help (for example, translations, interpreters, language training)
- ☐ Other (PLEASE SPECIFY):

_____

- ☐ NO PROBLEMS

8.(a) **Thinking of these problem areas for which more or improved services or help are needed, which areas are serious ones for your household? (CHECK ALL THAT ARE SERIOUS PROBLEMS FOR YOU)**

- ☐ Housing situation (maintenance, building design, facilities, etc.)
- ☐ Security/safety
- ☐ Family and children's needs
- ☐ Senior citizen/disabled/special adult needs
- ☐ Health care
- ☐ Income/employment/training
- ☐ Other needs (PLEASE SPECIFY):

_____

- ☐ NO SERIOUS PROBLEM(S)

IF YOU HAVE NO SERIOUS PROBLEM(S) NOTED ABOVE, GO TO QUESTION 9

8.(b) Please describe your most serious problem(s) identified in Q.8(a), in more detail. If more space is needed, please continue on a separate sheet of paper.

8.(c) What have you been able to do to help solve this problem (for example, spoken to friends/relatives and/or spoken to social service agencies)?

8.(d) How do you think this problem could be solved?

8.(e) In your view, what is the main reason(s) why you have not been able to get enough help with this problem? (CHECK ALL THAT APPLY)

- ☐ Not aware of any services
- ☐ Existing services are not available (for example, because waiting lists are full)
- ☐ Existing services are not suitable
- ☐ Not eligible for existing services
- ☐ Cannot afford existing services
- ☐ No friends/neighbours to turn to for help
- ☐ Other (PLEASE SPECIFY):

_____

- ☐ DON'T KNOW

8.(f) What do you feel Cityhome should do about this particular problem? (CHECK ALL THAT APPLY)

- ☐ Provide information on support services
- ☐ Have Cityhome staff help tenants locate support services
- ☐ Have Cityhome staff work with agencies to improve services
- ☐ Help tenant self-help groups to deal with problems
- ☐ Other (PLEASE SPECIFY):

_____

- ☐ Nothing, leave these matters to tenants and the service agencies
- ☐ DON'T KNOW

9. Considering other households in your building, which of the following types of needs for support services do you think are serious needs for the building as a whole? (CHECK ALL THAT APPLY)

- ☐ Housing situation (maintenance, building design, facilities, etc.)
- ☐ Improved security/safety
- ☐ Improved family and children's services
- ☐ Improved services for senior citizens/disabled/special adult needs
- ☐ Improved health services
- ☐ Improved income/employment/training
- ☐ Other types of needs (PLEASE SPECIFY):

_____

- ☐ No problems ---> (GO TO QUESTION 11)
- ☐ DON'T KNOW ---> (GO TO QUESTION 11)

10. What do you feel Cityhome should do about these problems? (CHECK ALL THAT APPLY)

- ☐ Provide information on support services
- ☐ Have Cityhome staff help tenants locate support services
- ☐ Have Cityhome staff work with agencies to improve services
- ☐ Help tenant self-help groups to deal with problems
- ☐ Other (PLEASE SPECIFY):

_____

- ☐ Nothing, leave these matters to tenants and the service agencies
- ☐ DON'T KNOW

B. Characteristics of Your Household and Building

11. Do you/your household have relatives or friends you can rely on for help if problems come up? (For example, people you can turn to for advice, to watch a child, run an errand or do shopping when you are sick.) (CHECK YES, SOMETIMES OR NO FOR EACH OF (a) TO (f))

	Yes	Sometimes	No
(a) In this building	☐	☐	☐
(b) In this neighbourhood nearby the building	☐	☐	☐
(c) In the city, outside this neighbourhood	☐	☐	☐
(d) In other areas of Metro, outside the City of Toronto	☐	☐	☐
(e) In Ontario, outside of Metro	☐	☐	☐
(f) Other (PLEASE SPECIFY): _____	☐	☐	

12. Do the following statements apply to the Cityhome building you live in? (CHECK YES, SOMETIMES OR NO FOR EACH OF (a) TO (d))

	Yes	Sometimes	No
(a) Our household helps others with problems in the building	☐	☐	☐
(b) Others in this building help our household with problems	☐	☐	☐
(c) People in this building are friendly and willing to help each other	☐	☐	☐
(d) Other (PLEASE SPECIFY): _____	☐	☐	

13. What is the total number of people in your household (including yourself)? _____

14.(a) How many members of your household (including yourself) are in each of the following age groups?

Number of Children	Number of Adults
_____ aged 5 years or less	_____ aged 18 to 64
_____ aged 6 to 12	_____ aged 65 to 74
_____ aged 13 to 17	_____ aged 75 years or older

14.(b) Which of the following best describes your household? (CHECK ONLY ONE)

- ☐ One person, living alone
- ☐ One adult with one or more children
- ☐ A couple without children
- ☐ A couple with one or more children
- ☐ Two or more persons who are unrelated
- ☐ Other (PLEASE SPECIFY):

_____

14.(c) How many of these persons are disabled in that they are limited in the kind or amount of activity they can do, because of a long-term physical condition, health problem, mental condition or other disability?

_____ OR ☐ None

15. What is the first language or mother tongue of your household? (CHECK ONLY ONE)

- ☐ English
- ☐ French
- ☐ Other (PLEASE SPECIFY):

_____

16. What is the highest level of education completed by the member of your household with the highest formal education? (CHECK ONLY ONE)

- ☐ No formal education
- ☐ Grade school ---> specify grade: _____
- ☐ High school ---> specify grade: _____
- ☐ Skilled/technical training ---> specify number of years: _____
- ☐ University/college ---> specify number of years or degree: _____
- ☐ Other (PLEASE SPECIFY):

_____

17. How many adult members of your household:

(a) Need translation of English letters or documents? _____ OR ☐ None

(b) Need help with letters or documents because of limited ability to read and/or write? (either in English or other mother tongue) _____ OR ☐ None

18. How much rent did you pay last month for this room/apartment/house?

(a) Rent for last month: $_____.00

(b) How much extra did you pay for utilities (for example, heat, hydro, and water)? (INDICATE "0" IF NO EXTRA CHARGES) $_____.00

19.(a) What is your household's main source of income? (CHECK ONE)

- ☐ Wages or salary from employment
- ☐ Social Assistance (e.g. Family Benefits/General Welfare)
- ☐ Pension(s)
- ☐ Other (PLEASE SPECIFY):

_____

19.(b) How many household members are employed: (a) full-time? _____
(INDICATE "0" IF NONE)
(b) part-time? _____

20. Considering all sources, what was your *estimated* total household income, before deductions, for the past 12 months?

$_____.00

21. Considering all sources, what was your *estimated* total household income, before deductions, last month?

$_____.00

22. Is there anything else you want to tell us about which will help us understand the needs of Cityhome tenants?

Thank you for your cooperation.
Please return the questionnaire as soon as possible, in the enclosed postage-paid envelope.

TENANT DISCUSSION GROUPS:

If you would be interested in participating in one of the tenant discussion groups to review the findings of the survey, please include your name and phone number below (this confidential information will later be removed from the questionnaire and destroyed):

Name: _____

Telephone: _____